ITS Executive Steering Committee (ITESC)

Agenda and Materials – February 27, 2019
Agenda

Integrated Workplace Management System
  • H. Gonzalez

Loyola Digital Experience/Email in the Cloud Pilot Results
  • S. Malisch, D. Vonder Heide, J. Sibenaller

Key Upcoming Technology Changes
  • B. Montes, J. Sibenaller
INTEGRATED WORKPLACE MANAGEMENT SYSTEM

Presentation to ITESC
February 27, 2019
PROCESS: NEEDS ANALYSIS

Goal:
Loyola University Chicago Facilities Department envisions implementing a best-practice, single source, space management system.

The proposed solution will allow for better management of space in real time. The solution will support automation of related processes, integrations with supporting Loyola data systems, and robust analytical and reporting functionality.

The solution, once implemented, will provide a single source for space and occupancy data which will result in:

- accuracy & consistency of data across multiple systems and reports
- confidence in data reported to Federal and State authorities
- maximized indirect cost recovery
- development and repeatability of metrics, and
- greater space utilization.

Full implementation will ultimately result in faster and more universal access to aligned data to support informed decision making, especially related to space utilization, and therefore increase the ability to drive space-related decision making throughout the entire organization.

3 days of interviews, 5 major functional areas:
Provost’s Office, ITS, Facilities, Student Development, Finance (including HSD),

Conclusion:
Loyola would benefit from an enterprise-wide integrated workplace management system

Received ITESC endorsement, and ITS project management support
ITS and Facilities project team
- Researched IWMS vendor solutions, consulted with Gartner
- Gathered business, technical and evaluation criteria
- RFP issued to 5 pre-qualified vendors, received 4 responses
- Top 3 vendors invited for day-long demonstrations with key stakeholders:
  - Facilities, Campus Planning, ITS, Controller’s Office, SPA, Provost’s Office, Campus Reservations
- Invited 2 vendors back for final presentations, pricing analysis, and best-and-final offers; spoke with references
- Vendor selected: Archibus
- Next Steps:
  - SFPT, ITS ARB, ITESC – through end of February
  - Contract negotiations – begin early March
  - Implementation – 18-month long process
PROCESS: VENDOR SELECTION

- Archibus had the most robust IWMS platform out of the 4 vendors we evaluated
- Scored highest in all business and technical requirements with existing platform, i.e. no additional development needed
- Flexibility to work with LUC implementation schedule
- Positive feedback from references regarding platform and implementation
- Lowest overall cost over 5 years
ARCHIBUS/JLL EDUCATION CLIENTS

[Logos of various universities and institutions]
IWMS BEFORE & AFTER

- 24 unique systems
- 10 manual data loads of space management information
- $250,000 annually spent on manually gathering and entering space information and generating reports

- Manual transfers of data become automated through integrations
- Existing systems begin to feed data back to IWMS through two-way integrations
- Takes away the duplication of systems and makes one authoritative source of data
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SPACE MANAGEMENT: AFTER

- **Central data repository** which eliminates difficult and time consuming efforts spent generating reports and queries, saving time and cost
- Ability to be more **strategic** regarding **space management decisions** with accurate space management data
- Increased confidence in space management data with **data standards and governance** surrounding process, improving customer satisfaction
- Ability to **benchmark space management information** against other universities to drive efficiency and measure progress
MOVE MANAGEMENT: BEFORE
MOVE MANAGEMENT: AFTER

- Generates trial layouts and cost estimates for various move scenarios
- Streamlines the move process, including requests, approvals, adding assets and making updates
- Improves communication, coordination, and collaboration between in-house and external resources with rules-based workflow processes

- Automatically updates departmental, PI, grant, or other occupancy data as part of the move close out
- Tracks and allocates move costs by department
- Distributes action items automatically to IT and other service providers to speed project execution
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</table>
ICR SPACE SURVEY: AFTER

- Ability to report on sponsored research regularly, between the reporting periods to track and monitor progress and use the data strategically.
- Ability to track space use and overhead costs down to the principal investigator.
- 10x+ payback on investment in solutions through increased ICR (U of Chicago).
- Decreased ICR space survey time by 67% (U Mass).
- 100% participation in space survey/studies for ICR for the first time (UIC).
ASSET MANAGEMENT: BEFORE

Asset Tag Form

General Accounting assigns an asset tag to all recently purchased capital assets. The asset tag and copy of the invoice are mailed to the contact person identified on the invoice or purchase order.

Please affix the tag(s) received to the piece(s) of equipment, highlighting on the invoices. If possible, place the inventory tag(s) in a location that is visible (especially on large items), but does not interfere with the use of the equipment. After attaching the tag to the equipment, please fill out this form and email it to General Accounting. Keep in mind that we will look for this equipment during the inventory.

Please fill out the following information and return this form:

Tag Numbers(s): L43917
Description of Asset: HEAT EXCHANGER
Department:
Room Number:
Building Number:
Primary User:
(Person Responsible)
Serial Number(s):

Questions on how to complete this form may be directed to:

Paul Buskro
Accounting Manager, General Accounting
Loyola University Chicago
250 N. Michigan Ave.
Chicago, IL 60611
(312) 915-8712
Email: pbuskro@luc.edu

Note: In the event that any piece of equipment with a Loyola University inventory tag is to be disposed of by way of sale, transfer, or scrapping, please refer to the Capital Asset Management Policy available online at http://www.luc.edu/finance/policies.html

The Equipment Disposal Form can be located at http://www.luc.edu/finance/policies/Equipment_Disposal_Form.pdf
ASSET MANAGEMENT: AFTER

- Ability to locate assets down to the **room level**
- Ability to more frequently survey asset locations for accurate upload and integration with Lawson
- Ability to attach assets to move projects
- Ability to report on **condition of assets** for recording book value, depreciation, and disposal
- **Data-driven** facility condition assessments vs. anecdotal will build a more robust and reliable deferred maintenance schedule
DASHBOARDS

- Culls together data from all of the modules of the system: real estate, space, project management, moves, assets, etc
- Metrics are defined by us as useful or critical to our decision making
- Alerts can be set up to notify us of variances, or items that need our attention
- Dashboards are configurable by user or role

<table>
<thead>
<tr>
<th>Integrated Portfolio Metrics</th>
<th>Portfolio Alerts</th>
<th>Facility Alerts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Metric</td>
<td>Current</td>
<td>Change</td>
</tr>
<tr>
<td>Real Estate CapEx - Budget Variance</td>
<td>$471K</td>
<td>$14K</td>
</tr>
<tr>
<td>Real Estate Op Ex</td>
<td>$851M</td>
<td>$26M</td>
</tr>
<tr>
<td>TCO (per Occupant)</td>
<td>$2,146</td>
<td>$64</td>
</tr>
<tr>
<td>Costs Common Area Maintenance (CAM) (per Rentable Area)</td>
<td>$255</td>
<td>$1</td>
</tr>
<tr>
<td>Costs - Rent (per Rentable Area)</td>
<td>$975</td>
<td>$975</td>
</tr>
<tr>
<td>Leased to Owned (%)</td>
<td>499%</td>
<td>15%</td>
</tr>
<tr>
<td>Area Per Occupant</td>
<td>15 m²</td>
<td>-1 m²</td>
</tr>
<tr>
<td>Market to Book Value</td>
<td>$246M</td>
<td>$7M</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Capital Projects Variance</th>
<th>Capital Projects</th>
<th>Market Less Book Value</th>
<th>Executive Reports</th>
</tr>
</thead>
<tbody>
<tr>
<td>Top 5 by Variance</td>
<td>Top 5 by Size of Budget</td>
<td>Top 5 Buildings</td>
<td>Portfolio</td>
</tr>
<tr>
<td>Ph:008-DOUG12016</td>
<td>ALL</td>
<td>RYADMAN</td>
<td>Buildings</td>
</tr>
<tr>
<td>Ph:009-PLAZA 2550N-0187</td>
<td>Property Disposal</td>
<td>LONWARE</td>
<td>Leases</td>
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<tr>
<td>Ph:007-LONGLEASEOPT0038</td>
<td>Renovation</td>
<td>LAS1</td>
<td>Projects</td>
</tr>
<tr>
<td>Ph:009-LONWARE-PEN0013</td>
<td>Site Work</td>
<td>PAROFF</td>
<td>Costs</td>
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<tr>
<td>Ph:2011-CHICMAN-PROPACQ0012</td>
<td>Move</td>
<td>LX</td>
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</tr>
<tr>
<td>$5,233,205</td>
<td>$5,462,600</td>
<td>$3,469,795</td>
<td></td>
</tr>
<tr>
<td>Property Disposal</td>
<td>Renovation</td>
<td>Site Work</td>
<td></td>
</tr>
<tr>
<td>$3,462,600</td>
<td>$3,469,795</td>
<td>$3,231,734</td>
<td></td>
</tr>
<tr>
<td>Move</td>
<td></td>
<td>$3,252,732</td>
<td></td>
</tr>
</tbody>
</table>
# INVESTMENT AND ROI

## IWMS ROI Analysis Summary

<table>
<thead>
<tr>
<th>Archibus (Paas Installation)</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
<th>Year 4</th>
<th>Year 5</th>
<th>Year 6</th>
<th>Year 7</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>One Time Implementation Costs</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Implementation Costs</td>
<td>(280,040)</td>
<td>(213,167)</td>
<td>(30,247)</td>
<td>(523,453)</td>
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<tr>
<td>Software Costs</td>
<td>(48,803)</td>
<td>(49,596)</td>
<td>(8,181)</td>
<td>(106,580)</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>*<em>One-Time Costs (<em>Capital)</em></em></td>
<td>(328,843)</td>
<td>(262,763)</td>
<td>(38,428)</td>
<td>(630,033)</td>
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<tr>
<td><strong>Ongoing Annual Expenses</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>JLL Archibus Hosting</td>
<td>(26,400)</td>
<td>(26,400)</td>
<td>(26,400)</td>
<td>(26,400)</td>
<td>(27,192)</td>
<td>(27,192)</td>
<td>(186,384)</td>
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<tr>
<td>Software Support</td>
<td>(13,421)</td>
<td>(25,695)</td>
<td>(27,740)</td>
<td>(27,740)</td>
<td>(28,572)</td>
<td>(28,572)</td>
<td>(179,480)</td>
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<tr>
<td>Software Subscription Fee</td>
<td>(6,467)</td>
<td>(13,761)</td>
<td>(14,742)</td>
<td>(14,742)</td>
<td>(15,184)</td>
<td>(15,184)</td>
<td>(94,823)</td>
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<tr>
<td>Annual Support of Integrations</td>
<td>(2,880)</td>
<td>(1,920)</td>
<td>(960)</td>
<td>(960)</td>
<td>(989)</td>
<td>(989)</td>
<td>(6,086)</td>
<td></td>
</tr>
<tr>
<td>Annual 10 Concurrent License Subscription and Support</td>
<td>(862)</td>
<td>(862)</td>
<td>(862)</td>
<td>(862)</td>
<td>(888)</td>
<td>(888)</td>
<td>(6,086)</td>
<td></td>
</tr>
<tr>
<td>JLL Implementation Support of Archibus Software Upgrades</td>
<td>(25,000)</td>
<td>(25,000)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Hardware Costs</strong></td>
<td>(25,000)</td>
<td>(25,000)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>**Ongoing Expenses (<strong>Operating)</strong></td>
<td>(50,030)</td>
<td>(93,838)</td>
<td>(70,704)</td>
<td>(96,704)</td>
<td>(72,825)</td>
<td>(72,825)</td>
<td>(351,430)</td>
<td></td>
</tr>
<tr>
<td><strong>Total Costs:</strong></td>
<td>(378,873)</td>
<td>(356,401)</td>
<td>(109,132)</td>
<td>(95,704)</td>
<td>(95,704)</td>
<td>(72,825)</td>
<td>(1,181,464)</td>
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</tr>
<tr>
<td><strong>Ongoing Costs Savings</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Salary and Benefit Savings From IWMS Efficiency</td>
<td>70,144</td>
<td>134,570</td>
<td>150,421</td>
<td>163,680</td>
<td>158,037</td>
<td>161,987</td>
<td>176,266</td>
<td>1,015,105</td>
</tr>
<tr>
<td>Consolidation of TMA and 25Live SaaS Functionality Into IWMS</td>
<td>20,000</td>
<td>54,400</td>
<td>55,488</td>
<td>56,598</td>
<td>57,790</td>
<td>58,884</td>
<td>303,100</td>
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</tr>
<tr>
<td>5% IDC Recovery Gain From IWMS, Assuming FY18 Research Revenue</td>
<td>38,510</td>
<td>38,510</td>
<td>38,510</td>
<td>38,510</td>
<td>38,510</td>
<td>154,040</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Ongoing Savings</strong></td>
<td>70,144</td>
<td>154,570</td>
<td>204,821</td>
<td>257,878</td>
<td>253,144</td>
<td>258,227</td>
<td>273,863</td>
<td>1,472,244</td>
</tr>
<tr>
<td><strong>Total Ongoing Costs Savings</strong></td>
<td>70,144</td>
<td>154,570</td>
<td>204,821</td>
<td>257,878</td>
<td>253,144</td>
<td>258,227</td>
<td>273,863</td>
<td>1,472,244</td>
</tr>
<tr>
<td><strong>Net Cash Flow (NCF):</strong></td>
<td>($308,729)</td>
<td>($201,931)</td>
<td>$95,689</td>
<td>$161,974</td>
<td>$157,440</td>
<td>$185,402</td>
<td>$200,835</td>
<td></td>
</tr>
<tr>
<td><strong>Cumulative NCF:</strong></td>
<td>($308,729)</td>
<td>($310,560)</td>
<td>($414,871)</td>
<td>($252,897)</td>
<td>($95,456)</td>
<td>$89,946</td>
<td>$290,781</td>
<td></td>
</tr>
<tr>
<td><strong>Payback Period in Years:</strong></td>
<td>5.5</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Funding Sources:
- * Facilities Minor Renovation Capital Pool
- ** Savings from 25Live,TMA, and various Facilities Operating AUs
Loyola will benefit from an Integrated Workplace Management System

- **Finance**: redeploy 465 hours annually + 180 hours every 4 years; accurate F&A rate calculations; accurate tracking of assets for disposal and depreciation
- **ITS**: track location and age of security cameras; accurate personnel and equipment location for service calls
- **Facilities**: redeploy 900 hours annually; accurate reporting out of space for surveys; provide accurate floorplans to departments
- **Provost's Office**: efficient space utilization; avoid duplication of space; easily query classroom/lab data and office assignments
- **Student Development**: redeploy 1,080 hours tracking and managing inventory in residence halls; eliminate duplication of data entry with R25, TMA, classroom grid

- **Minimum 3.5 FTE productivity redeployment (only 5 major areas interviewed)**
REQUEST

• Support of ITESC to invest in an enterprise-wide Integrated Workplace Management System
• Senior Leadership’s support of the implementation process which will require time and effort of various departments across the University
  • Accounting
  • SPA
  • HR
  • ITS
  • Provost’s Office
  • Student Development
Agenda

Integrated Workplace Management System
• H. Gonzalez

Loyola Digital Experience/Email in the Cloud Pilot Results
• S. Malisch, D. Vonder Heide, J. Sibenaller

Key Upcoming Technology Changes
• B. Montes, J. Sibenaller
Loyola’s technology architecture strategy supports
Schedules which are 24/7 in nature (Anytime)
An LUC Community which is mobile (Anywhere)
Straightforward and appropriate access to systems (Access)

Students/Faculty/Staff/Alums/Friends...
“Technology at Loyola enables me to fulfill my relationship in a simple, secure and seamless way.”

Regardless of where I am, I can:
- Collaborate with students, faculty and staff via meetings or 1:1 (video conference, share files and research data securely)
- Complete business with Loyola (apply to Loyola, schedule a visit, sign up for events, register for classes, view grades, pay my bill, donate, etc.)
- Conduct self-service activities (reset my password, reserve a meeting space or digital media equipment, access reporting, etc.)
- Connect to my Loyola services without intervention from any device
Sunset the “Anytime Anywhere Access” Strategy

Loyola’s technology architecture strategy supports:
- Schedules which are 24/7 in nature (Anytime)
- An LUC Community which is mobile (Anywhere)
- Straightforward and appropriate access to systems (Access)

Students/Faculty/Staff/Alums/Friends...
“Technology at Loyola enables me to fulfill my relationship in a simple, secure and seamless way.”

Current State
- Multiple sign-ons
- Limited accessibility
- Random application locations
- Loyola assigned/approved devices
- Multiple steps to accomplish a single task
- Data is difficult to find
- Disparate infrastructure across campuses
- Local software delivery through LUC workstations
- Partial DR plans and environments
- Help desk password reset
- Single/two factor authentication, VPN certificate
- Basic information security awareness
- Complicated security architecture
- Reactive security actions/protection
- Content presentation is inconsistent
- Support via direct contact
- Ad-hoc service definitions
- Decentralized technology services support
- Institutional data dispersed

Future State
- Single sign-on
- Accessibility by role
- Portal/home page
- Device agnostic
- Streamlined execution of tasks
- Data easily locatable
- Unified infrastructure across campuses
- Virtualized desktop and application access
- Defined, tested and maintained DR environments
- Self-service password reset
- Multi-factor authentication
- Information Security education program
- Simplified and transparent security architecture
- Proactive risk-based security program / decisions
- Content presentation is device/browser agnostic
- Robust self-service support environment
- Well defined service offerings
- Centralized technology services support
- Self-service reporting and Dashboards

Change Initiatives to Move to Future State
- Identity & Access Management
- Remote Application Access
- Application Virtualization
- Portal Technology Assessment
- Inter-Campus Connectivity Improvements
- Wired & Wireless Network Security
- Improved Device Registration
- Data Loss Prevention
- Disaster Recovery
- Creation of Institutional Dashboards
- Service Desk/Expanded Self Service
- Social Media Communications
- Password Self Service
- Loyola Secure Access
- Information Security Awareness
- Mobile Device Management
- Mobile Classroom Clickers
- Systems Upgrades:
  - LOCUS, Lawson, Advance, Kronos, Help Desk, DocFinity

Change Initiatives to Move to Future State:
- Identity & Access Management
- Remote Application Access
- Application Virtualization
- Portal Technology Assessment
- Inter-Campus Connectivity Improvements
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- Improved Device Registration
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Self-service password reset
- Multi-factor authentication
- Information Security education program
- Simplified and transparent security architecture
- Proactive risk-based security program / decisions
- Content presentation is device/browser agnostic
- Robust self-service support environment
- Well defined service offerings
- Centralized technology services support
- Self-service reporting and Dashboards
Developing the next ITS Strategic Direction

Loyola Digital Experience “LDE”: Three Themes

1. (Foundational): Delivering the Next Best Experience for Students, Faculty and Staff
   - Architecture and Infrastructure
   - Identity and Access Management
   - Security
   - Single Sign On

2. (Transformational): Data, Dashboards, Digitization, Innovation
   - Data Warehouse; Business Intelligence
   - Decision Support Systems
   - Internet of Things (administrative)
   - Artificial Intelligence, Machine Learning, Augmented/Virtual Reality (academic)

3. (Consumable Experience): “Simple, Secure, Seamless”
   - Combining old stuff; Exploiting new stuff -> Enabling better experiences
   - Self-service
   - Device independent
   - Virtualization/Cloud
   - Anytime Anywhere Access
   - “Virtual Portal”

� Subject to adjustment based on priorities of next University strategic plan
# Microsoft & E5 Bundle Proposal

## Project timeline for E5 licensing - 2/25/2019

<table>
<thead>
<tr>
<th>Project</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exchange Online Migration</td>
<td>planning</td>
<td>pilot</td>
<td>phased deployment</td>
</tr>
<tr>
<td>Azure Multi-Factor Authentication and Conditional Access POC</td>
<td>planning</td>
<td>pilot</td>
<td>phased deployment</td>
</tr>
<tr>
<td>Azure Multi-Factor Authentication and Conditional Access Rollout</td>
<td>planning</td>
<td>pilot</td>
<td>phased deployment</td>
</tr>
<tr>
<td>LastPass Password Management</td>
<td>planning</td>
<td>pilot</td>
<td>deployment</td>
</tr>
<tr>
<td>Azure Information Protection and Azure Data Loss Prevention POC</td>
<td>planning</td>
<td>pilot</td>
<td>deployment</td>
</tr>
<tr>
<td>Azure Information Protection and Azure Data Loss Prevention Rollout</td>
<td>planning</td>
<td>pilot</td>
<td>deployment</td>
</tr>
<tr>
<td>Azure Password Self-service</td>
<td>planning</td>
<td>pilot</td>
<td>parallel operations</td>
</tr>
<tr>
<td>Intune (Mobile Device Management)</td>
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<td></td>
<td>deployment</td>
</tr>
<tr>
<td>Azure Privileged Identity Management</td>
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<td></td>
<td>planning</td>
</tr>
<tr>
<td>Exchange Online Protection and Advanced Threat Protection (email gateway)</td>
<td></td>
<td></td>
<td>planning</td>
</tr>
<tr>
<td>O365 Application Portal (single sign-on)</td>
<td></td>
<td></td>
<td>planning</td>
</tr>
</tbody>
</table>
Microsoft Exchange Online Progress

Email Environment

- GroupWise to Exchange May 2013
- Faculty/Staff: On-Premise Exchange – 10,500 Accounts
- Students: Exchange Online – 52,700 Accounts

Proposal

- Migrate all faculty/staff accounts from on-premise to Exchange Online

Reasons for Proposal

- Industry direction
- Faculty/Staff/Students on the same platform
- Eliminate capital cost to replace servers ($260,000)
- Changes profile of work
Microsoft Exchange Online Progress

Changes and Improvements

Visible to user community:
- 100 GB Mailbox
- Unlimited Online Email Archiving
- Web Interface / Functionality
- Direct Integration with OneDrive
- Faster Search Results

Behind the scenes:
- GDPR, HIPAA and FERPA Compliant
- Disaster Recovery
- Information Security
- Frequency of Updates
Microsoft Exchange Online Progress

Pilot Group
- Small Pilot Group Migrated
- Identified initial issues list

Larger Proof of Concept Group
- Larger Group Migrated - 30+ Users
- Process Refined
  - MSFT “Grouping Tool”
  - Automated PowerShell Scripts
  - Created End User Testing Plan
- Majority of Issues Resolved
  - Voicemail
  - Moving mailboxes in larger groups
# Microsoft Exchange Online Migration

<table>
<thead>
<tr>
<th>User Experience</th>
<th>Corrective Action</th>
<th>Additional Research</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outlook client prompts user to restart application</td>
<td>One-time action</td>
<td>Part of communication plan</td>
</tr>
<tr>
<td>Small percentage of shared calendar views defaulted to free/busy</td>
<td>Remove and re-add calendar sharing</td>
<td>Researching with Microsoft and user community</td>
</tr>
<tr>
<td>Some mobile clients display improperly (colors, folders)</td>
<td>Delete account and re-add on mobile device</td>
<td>Researching with Microsoft and user community</td>
</tr>
<tr>
<td>Laptops and personal devices users prompted to login again</td>
<td>One-time action</td>
<td>Part of communication plan</td>
</tr>
<tr>
<td>Voicemail PIN needs to be reset</td>
<td>New PIN is emailed to users</td>
<td>Part of the communication plan</td>
</tr>
<tr>
<td>Message waiting lamp no longer functional</td>
<td>None</td>
<td>Part of the communication plan</td>
</tr>
<tr>
<td>Outlook Web Application defaults to “Focused View”</td>
<td>Change view to “Other”</td>
<td>Part of communication plan</td>
</tr>
</tbody>
</table>
Microsoft Exchange Online Migration

Present to President’s Cabinet, Dean’s Council, ATC – March/April

Next Steps – April
- Migrate the remainder of ITS
- Migrate one department / division
- Execute End User Testing Plan with ITS

Begin Migration
- May – July – 8700 user accounts, 1800 shared mailboxes
- Draft Timeline
Microsoft Exchange Online Migration

* Draft Calendar has flexibility to move beyond July and increase separation between groups if needed
Microsoft Exchange Online Migration

Communication Channels

- Community Announcement – LDE
- FAQ Website and ITS Service Desk Knowledge Articles
- Information Sessions
- Inside Loyola
- Direct Communications
  - 21-7-3-1
Agenda

Integrated Workplace Management System
• H. Gonzalez

Loyola Digital Experience/Email in the Cloud Pilot Results
• S. Malisch, D. Vonder Heide, J. Sibenaller

Key Upcoming Technology Changes
• B. Montes, J. Sibenaller
### Key Upcoming Technology Changes

<table>
<thead>
<tr>
<th>Technology</th>
<th>Phase</th>
<th>Sponsor</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parlance Voice System</td>
<td>Live</td>
<td>ITS</td>
<td>Jan 2019</td>
</tr>
<tr>
<td>iPlan Phase 2 (LOCUS Bolt-on)</td>
<td>Live</td>
<td>Bursar</td>
<td>Feb 2019</td>
</tr>
<tr>
<td>Plan by Requirements (LOCUS)</td>
<td>Live</td>
<td>Student Academic Svcs/Reg &amp; Rec</td>
<td>Feb 2019</td>
</tr>
<tr>
<td>Room Scheduling via 25Live (Cloud)</td>
<td>Testing</td>
<td>Student Academic Svcs/Reg &amp; Rec</td>
<td>Mar 2019</td>
</tr>
<tr>
<td>IWMS</td>
<td>Final Approvals (post RFP)</td>
<td>Facilities</td>
<td>April/May kickoff planned</td>
</tr>
<tr>
<td>Password Manager via LastPass</td>
<td>Configuration</td>
<td>ITS</td>
<td>April/May launch</td>
</tr>
<tr>
<td>Preferred Names</td>
<td>Analysis</td>
<td>Student Development</td>
<td>Capabilities will be identified by May</td>
</tr>
<tr>
<td>Email in the Cloud</td>
<td>Extended Pilot</td>
<td>ITS</td>
<td>Summer 2019 deployments</td>
</tr>
<tr>
<td>Course Evaluation System</td>
<td>Contract (post RFP)</td>
<td>Provost/OIE</td>
<td>Smart Evals recommended</td>
</tr>
<tr>
<td>Online Survey Tool</td>
<td>Contract (post RFP)</td>
<td>ITS</td>
<td>Qualtrics recommended</td>
</tr>
<tr>
<td>Jobs, Internships &amp; Student Employment/ Federal Work-Study</td>
<td>RFP Results</td>
<td>Career Services</td>
<td>Handshake is the leader/favorite</td>
</tr>
<tr>
<td>Expense Management</td>
<td>RFP</td>
<td>Finance</td>
<td>Top 3 solutions identified</td>
</tr>
<tr>
<td>Course Scheduler</td>
<td>RFP</td>
<td>Student Academic Svcs</td>
<td>Waiting on RFP’s to come in</td>
</tr>
<tr>
<td>Study Abroad Administration</td>
<td>Scope (pre RFP)</td>
<td>OIP</td>
<td>Identifying budget</td>
</tr>
<tr>
<td>Council for Student Success Technology Subcommittee</td>
<td>Committee</td>
<td>Student Academic Svcs</td>
<td>Researching student communication practices</td>
</tr>
</tbody>
</table>
# ITS Major Initiatives - FY19 Q3-Q4

## Academic and Faculty Support
- LOCUS Enhancements (8)
- Implement SONIA Field Management Software
- Sakai 12 Upgrade
- Faculty Info System - Modifications for Collective Bargaining Agreement
- Emergency Contact in RMS/Mercury using Person Flags
- Course Evaluation Replacement
- JIT Faculty Training for Online Teaching
- Follett Integration with Sakai

## Infrastructure
- Campus Construction Initiatives (4)
- Information Security Program (16)
- IT Disaster Recovery (8)
- LUHS/LUC/HSD Technology Program (1)
- JFRC Assessment of Lake Side Technology
- Mac OS Computer Mgmt Application

## Administrative Initiatives
- Lawson/Kronos Enhancements (11)
- LDE Foundation: Collaboration and Security (5)
- OIP Study Abroad Application via Slate
- Advancement Systems (2)
- Academic Room Scheduling Interface Review
- Space and Asset Mgmt - Search and Implementation (2)
- Transition 25Live to the Cloud
- iPlan - Major Re-write
- Council of Regents Website Modifications

## Student Technology Support
- LOCUS Fluid Page Rollouts
- Preferred Name for Students – Discovery
- Writing Placement Infrastructure
- Student Conduct & Concerns System (Maxient)
- Rambler Link Software - Search and Implementation
- WebCheckout Upgrade

## Continuous Service Development
- Business Intelligence/Data Warehouse (10)
- Enterprise Content Management (4)
- Secure Submission of W-9 Form for Accounts Payable Department
- Implement Proto-Call for After Hours Mental Health Services
2019 ITESC Schedule

February 27, 2019 - Tuesday, 1:00-3:00 PM
- Integrated Workplace Management System
- Loyola Digital Experience/Email in the Cloud Pilot Results
- Key Upcoming Technology Changes

April 30, 2019 - Tuesday, 1:00-3:00 PM
- 

June 20, 2019 - Thursday, 1:00-3:00 PM
- Project Portfolio Prioritization

August 15, 2019 - Thursday, 1:00-3:00 PM
- 

October 1, 2019 - Tuesday, 1:00-3:00 PM
- 

December 12, 2019 - Thursday, 1:00-3:00 PM
- Project Portfolio Prioritization